



CITY OF DURHAM

Department of Public Works
Stormwater Services Billing Unit
101 City Hall Plaza • Durham, NC 27701
919.560.1258 • fax 919.560.4316
http://www.durhamnc.gov/departments/works/stormwater_fees_new.cfm
SWSBU@durhamnc.gov

STORMWATER FEE APPEALS / REQUEST FORM

***Submit electronically or by post**

Contact Information:

Account #: _____ Date: _____
Name: _____ Address: _____

City: _____ State: _____ Zip: _____
Email: _____ Daytime Phone: _____

Property Information:

Parcel Number: _____
Address (if different from contact information): _____

City: _____ State: _____ Zip: _____

Type of Appeal: (Check all the boxes that apply and provide documentation where indicated)

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Location: Impervious surfaces or structures are not at this location.

Please describe your appeal in the fee appeal description area provided on page two of this form. Please indicate the location of the surfaces or structures in question as identified and billed by the City, then indicate the location of the surfaces or structures as to where you believe them to be located.

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Existence: Impervious surfaces or structures whose existence or identification is believed to be incorrect as billed.

Please describe your appeal in the fee appeal description area provided on page two of this form. Please indicate which structures or surfaces that have been either removed by you or which structures or surfaces have been misidentified by the City on your stormwater utility bill. Please include a photo of the area in question either in printed form or attached in digital form to an email.

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Area: Impervious surfaces or structures differ in size than billed.

(Non – Residential) Please provide a copy of a certified survey or recorded plat created within the past 12 months, indicating the area in square feet of all impervious surfaces on the property.

(Residential) Please provide the measurements of all impervious surfaces at this location on an attached sketch or a certified survey or recorded plat created within the past 12 months, indicating the area in square feet of all impervious surfaces on the property.. Please refer to the back of your bill or see the City of Durham Stormwater Fee Ordinance for descriptions of impervious surfaces.

**Note: Sec. 23-201 Impervious surface means a surface which, because of its composition or compacted nature, impedes or prevents natural infiltration of water into the soil, including, but not limited to, roofs, solid decks, driveways, patios, sidewalks, parking areas, tennis courts, concrete or asphalt streets, or compacted gravel surfaces. Wooden slatted decks and the water area of swimming pools are considered pervious.*

☐ **Construction:** Impervious surfaces in question are identified incorrectly or have been specifically engineered to be pervious (or porous).

Currently only non-residential customers are able to apply for credit in reducing a ratepayer's stormwater service fee. For information regarding the City of Durham's stormwater service fee credit policy, please contact the stormwater billing unit at the above address.

***Special Notes:**

Stormwater Services Billing Unit Staff verification of appeal information:

All appeals will be subject to verification via geographic information systems using aerial photography and or satellite imagery. At the discretion of the SWSBU staff a site visit may be conducted for ground measurement of the impervious surface in question.

Property owners may not appeal the inclusion of [gravel surfaces](#) as an impervious surface on their stormwater fee.

All appeals will be reviewed by the Stormwater Services Billing Unit Staff, and a response will be mailed to the address as indicated under contact information above. Please allow 30 days from the delivery of the appeal form for a reply.

If it is found that information submitted on your appeal is inaccurate, the original stormwater fee will be retroactively instated.

***Please note, that by submitting this appeal form that you 'the appellant' certify that all statements made on this form are true, complete and correct to the best of your knowledge and belief, and that any false statements or major omissions shall be considered sufficient cause for the addition of an \$100.00 administrative fee. Also, you 'the appellant' further acknowledge that any or all information provided is subject to verification and hereby authorize the City of Durham to conduct a site visit of your property as needed.

Appeal Description Area: *(please attach additional sheets, or photographs if necessary)*